

Customer Satisfaction 3

CS 3: Average number of business days required for health department to respond to customer complaints

Why measure this?

It is critical for health departments to be open to receiving honest feedback from their customers. Just as compliments can inform leadership on what they should continue doing (i.e., what is working well), complaints provide valuable information about what services may be improved. Addressing complaints in a timely fashion (in this case, by the end of the next business day) demonstrates responsibility, accountability and care of the health department, and underscores the health department's dedication to providing high quality services for the community.

Measurement specifications: The number of business days required to respond to all customer complaints divided by the total number of complaints responded to each month.

Reporting Period: Monthly

PHAB Alignment

9.1.4 A: Implemented systematic process for assessing customer satisfaction with health department services

This indicator contributes to the PHAB measures by providing health department leadership with a way to monitor the quality of performance of public health processes, programs, interventions and other activities to improve the health of the population, and capture and analyze customer feedback in order to address the expectations of various public health customers.

Operational Definitions

Health department customer complaints: Documented written or verbal expression of discontent by persons receiving services from a health department.

Monthly: This indicator should be reported once a month during a health department's 12-month cycle (i.e., fiscal year, grant year, or calendar year).

Possible data sources: Health department customer satisfaction records.